2-Factor Verification: Remote Access

User Guide

For technical assistance please call the IT Help desk @ 37300

How to Login to New Remote Access Portal!

Valley Children's Hospital is implementing a new **Remote Access Portal** to enhance security and make connecting to information easier!

The new remote access portal offers a fully web based option to access a Valley Children's virtual desktop. This new option is called **Remote Desktop**. The new Remote Desktop option works on any Web Browser and does not require any client software to be installed. **The new Remote Desktop supports Windows 10 and Macintosh Yosemite**.

What can be accessed?

The system will allow access for many different remote access options (You may or may not have access to all of these services). Additional systems not listed will eventually be integrated to this new remote access portal as we continue to expand this service.

List of services available on the new Remote Access Portal:

1. StoneWare employee access   (Available Monday, February 8.)
2. Remote Desktop   (Available Monday, February 8.)
3. Athena   (Coming Soon!)

Accessing the new system:

The new remote access portal will replace many different remote access systems. Valley Children's currently offers several different ways to access information from the Internet (Stoneware, F5, Athena, etc…). All of these systems will be consolidated into the new remote access portal. Once you have registered for the new system, you can start utilizing the system for your primary remote access needs.

To access the new system:

1. Go to the following URL: https://secureauth.valleychildrens.org/
2. Select your computer type (public or private)
3. Enter your username and password.
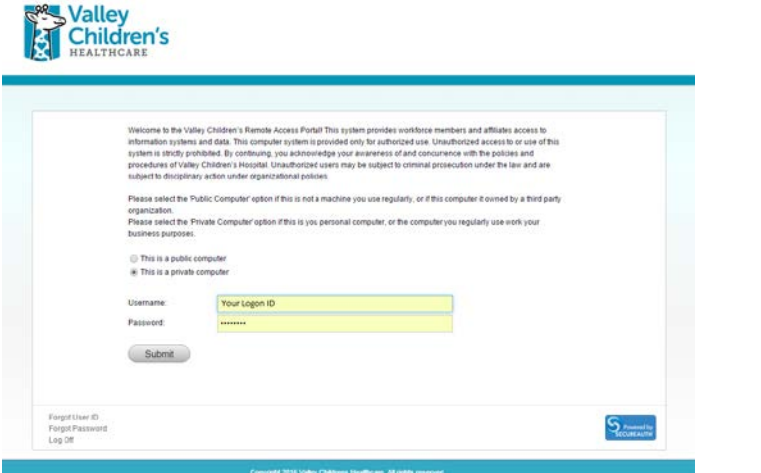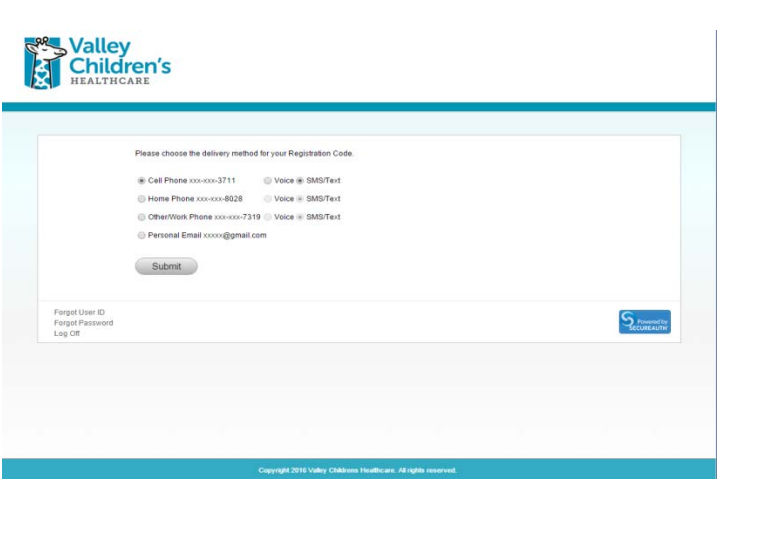4. Click Submit.

Verification Code:

To verify your identity and ensure that an attacker has not compromised your password, the system will require a verification code. The verification code will be sent the registered delivery method of your choice. The verification code is a four (4) digit number that proves your identity.

> *If you select **private** as your computer type on the login page, the system will install a digital certificate on your computer and will not ask you for a verification code for 180 days on that computer. Do not select the private option on unknown computers!*
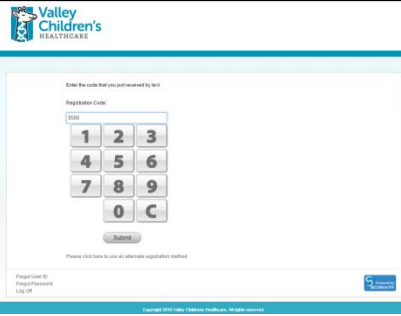
You will be asked to choose the delivery method for your Verification Code. The verification code can be sent as a text message, a voice message or an email. Choose your preferred option. Enter the code you receive.
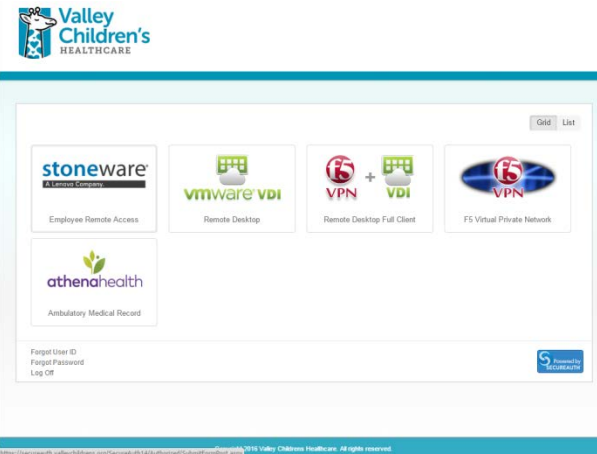
Example Portal Logon:

The following is a step-by-step example of how to access the new portal and logon to one of the portal offerings. This example will show you how to access the Valley Children's Remote Desktop system. Users may have different access options to choose from.

Login	
1. Go to the following URL: https://secureauth.valleychildrens.org/ 2. Select your computer type (public or private) 3. Enter your username and password. 🖝 Click **Submit**. System will verify access.	
Verification Code	
To verify your identity and ensure that an attacker has not compromised your password, the system will send a verification code to one of your registered delivery methods. The verification code is a four (4) digit number that proves your identity. **Select** *your preferred option to receive your four (4) digit verification code.* 🖝 Click **Submit**.	

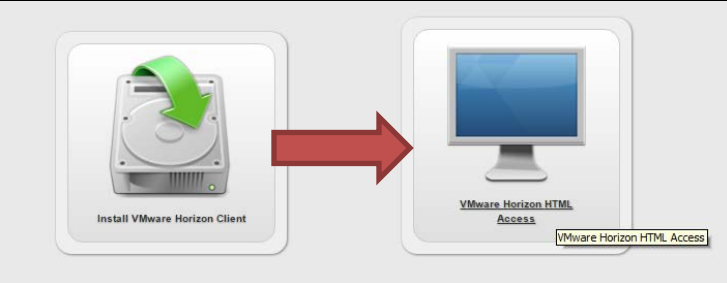|	
Once you receive your verification code, type it in the interface provided ☞ Click **Submit**.	
You will have personalized remote access options to choose from, depending on your access level.	

Remote Desktop

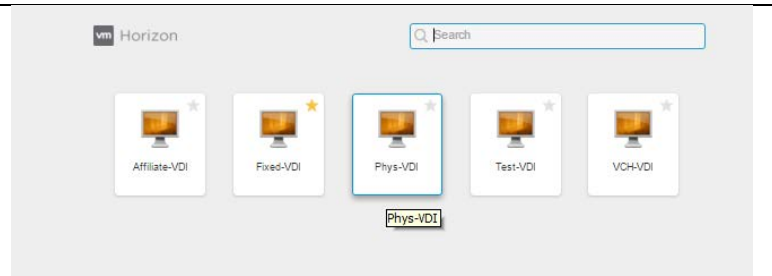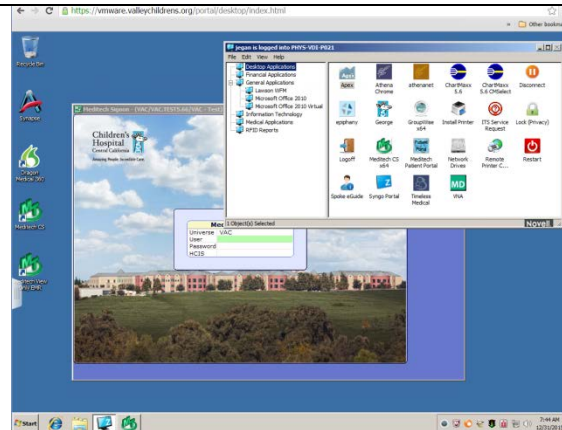|	
To access the Remote Desktop Option: ☞ Click on the **Remote Desktop Option**.	
☞ Click on the **VMWare Horizon HTML Access**.	
Enter your username and password ☞ Click **Login**.	

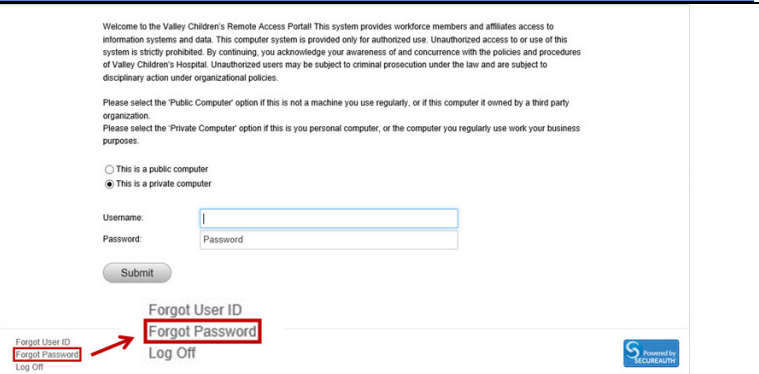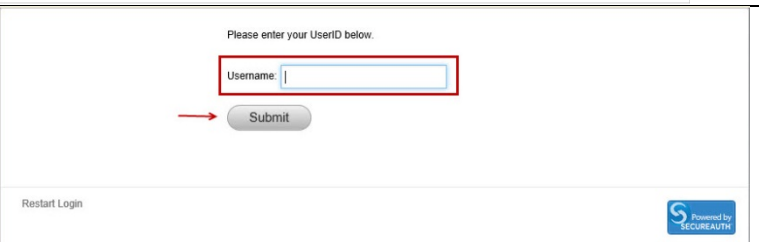|	
Choose your preferred desktop and ✍ *Click on an __icon__.*	
You will be connected to a Valley Children's computer desktop. The desktop session provides access to all of the applications available to you.	

Changing Your Password

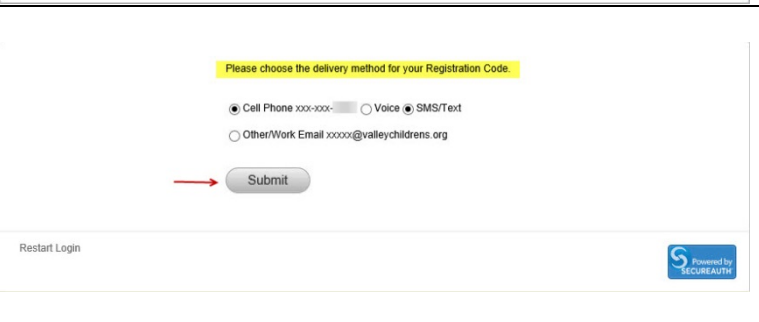|	
From the **Login** page on the bottom left: ✍ *Click the __Forgot Password__ link.*	
In the next page enter your Username in the field. ✍ *Click __Submit__.*	
Select the delivery method to receive a Registration Code. ✍ *Click __Submit__.*	

Once you receive the Registration Code, enter it into the Registration Code field. ☞ Click **Submit**.	Enter the code that you just received by text. Registration Code: 1 2 3 4 5 6 7 8 9 0 C → Submit Please click here to use an alternate registration method. Restart Login
Enter new password into field. ☞ Click **Submit**.	Please enter a new password below. User ID: New Password: *********** Confirm Password: *********** → Submit Password must differ from previous password by 1 password(s). Password length greater than 8 characters. Contain 3 of the following: - 1 digits (0-9). - 1 symbols (!, @, #, $, %, *, etc.). - 1 uppercase English letters (A-Z). - 1 lowercase English letters (a-z). Hint Passwords are no good if you cannot remember what your password is. Complicated passwords can be forgotten and counterproductive. To help you remember your password, try using a 'pass-phrase'. A pass-phrase is a phrase that you can remember. Take the first letter of each word to create your pass-phrase. Here is an example of a pass-phrase: (My dog Has Fleas and Needs A Wash!) Take the first letter of each word and, voila, you have a pass-phrase! (MdHFaNAW!1) Restart Login
You will receive a confirmation message. The system will automatically redirect you back to the Login page.	Password has been successfully changed. ✓ User ID: New Password: Confirm Password: Submit